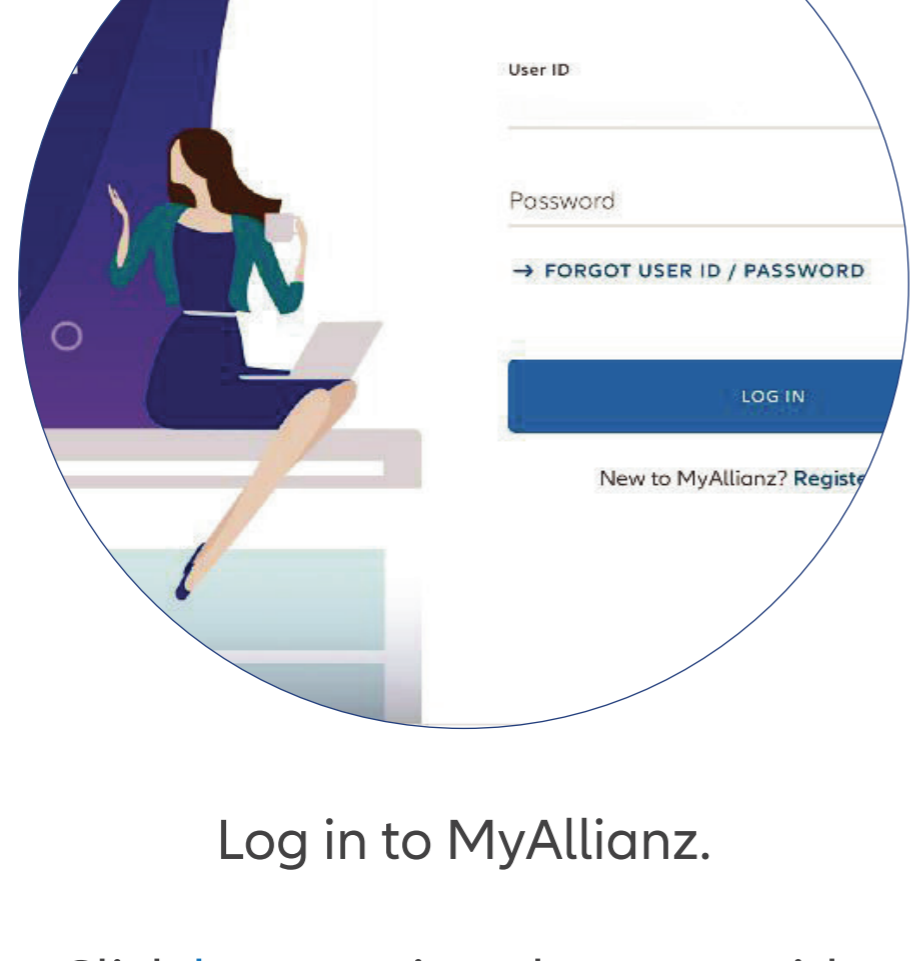


MyAllianz User Guide

Steps to submit and check the status of Allianz General claim for non-policyholders on MyAllianz

非保单持有人如何在 MyAllianz 提交 Allianz General 索赔和检查索赔进展步骤

1



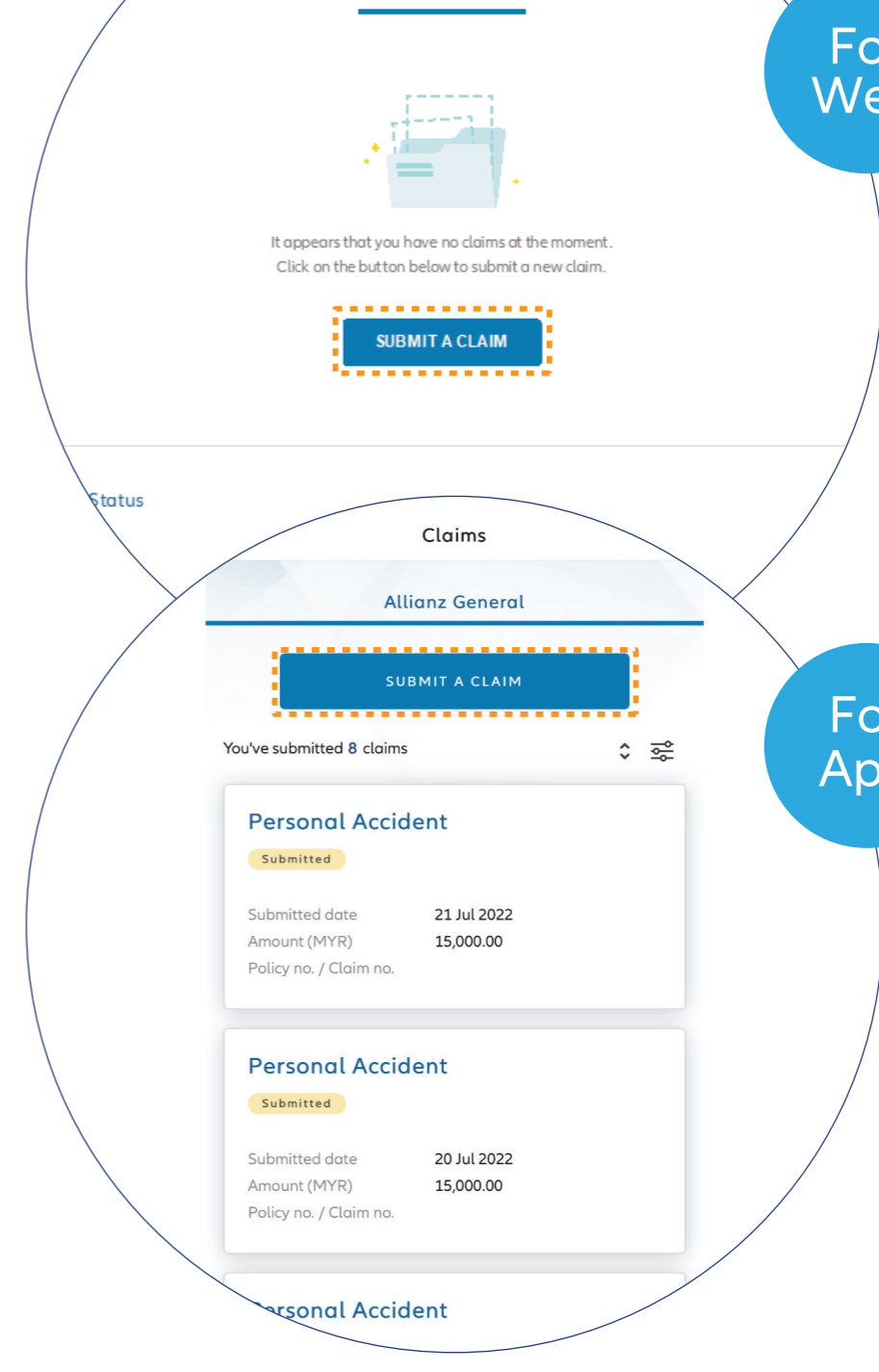
Log in to MyAllianz.

Click [here](#) to view the user guide for registration of a new user account.

注册及登录 MyAllianz。

点击[此处](#)查看注册新用户帐号的用户指南。

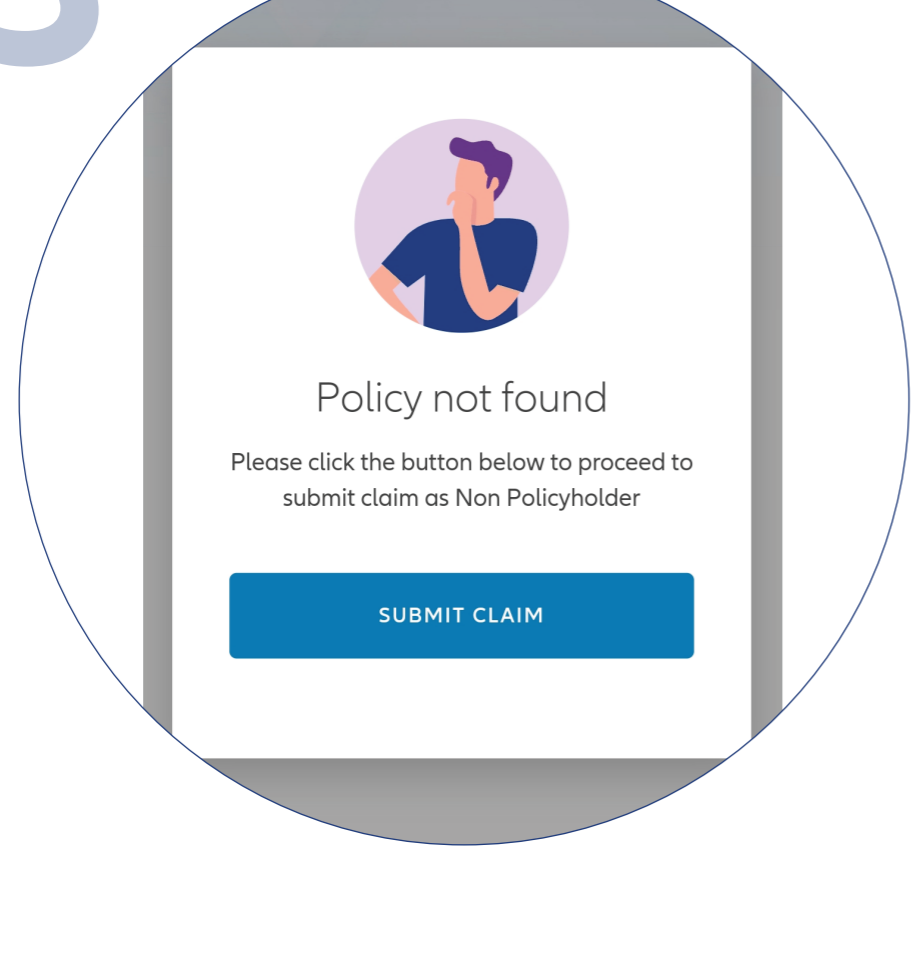
2



Click 'SUBMIT A CLAIM' button on the homepage under 'Allianz General' tab.

点击主页上 'Allianz General' 选项，再点击 'SUBMIT A CLAIM' 按钮。

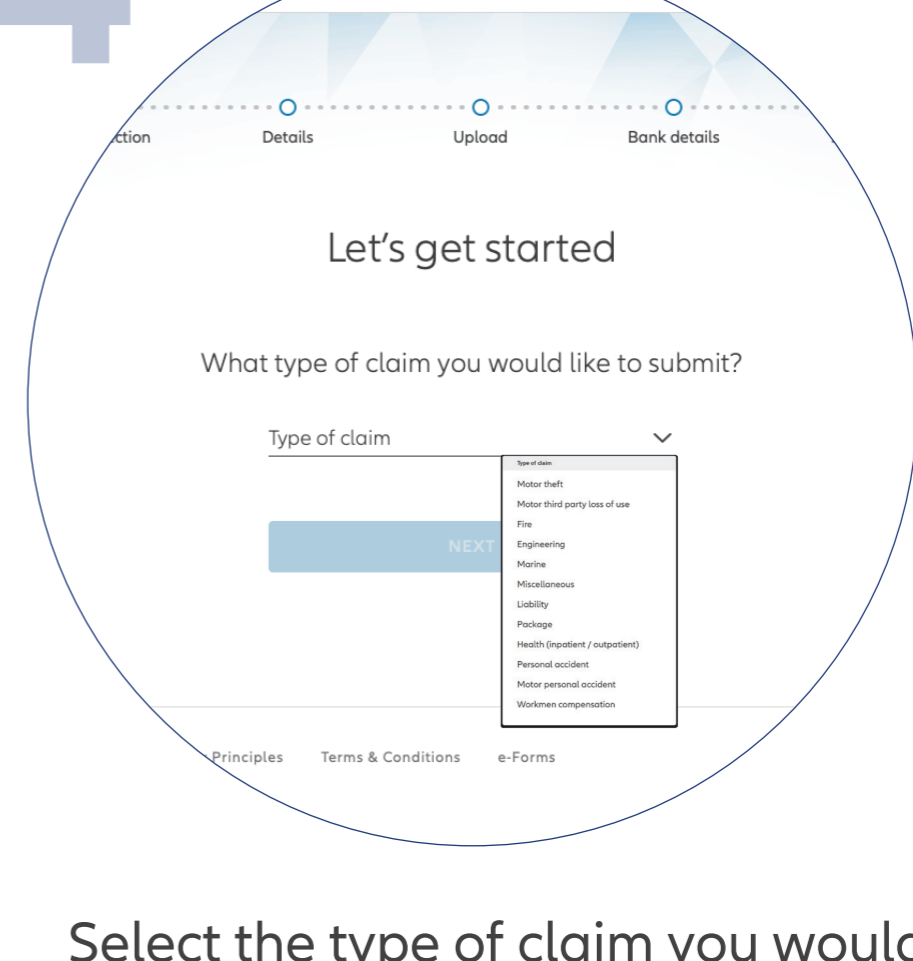
3



Click 'SUBMIT CLAIM' to proceed.

点击 'SUBMIT CLAIM' 继续。

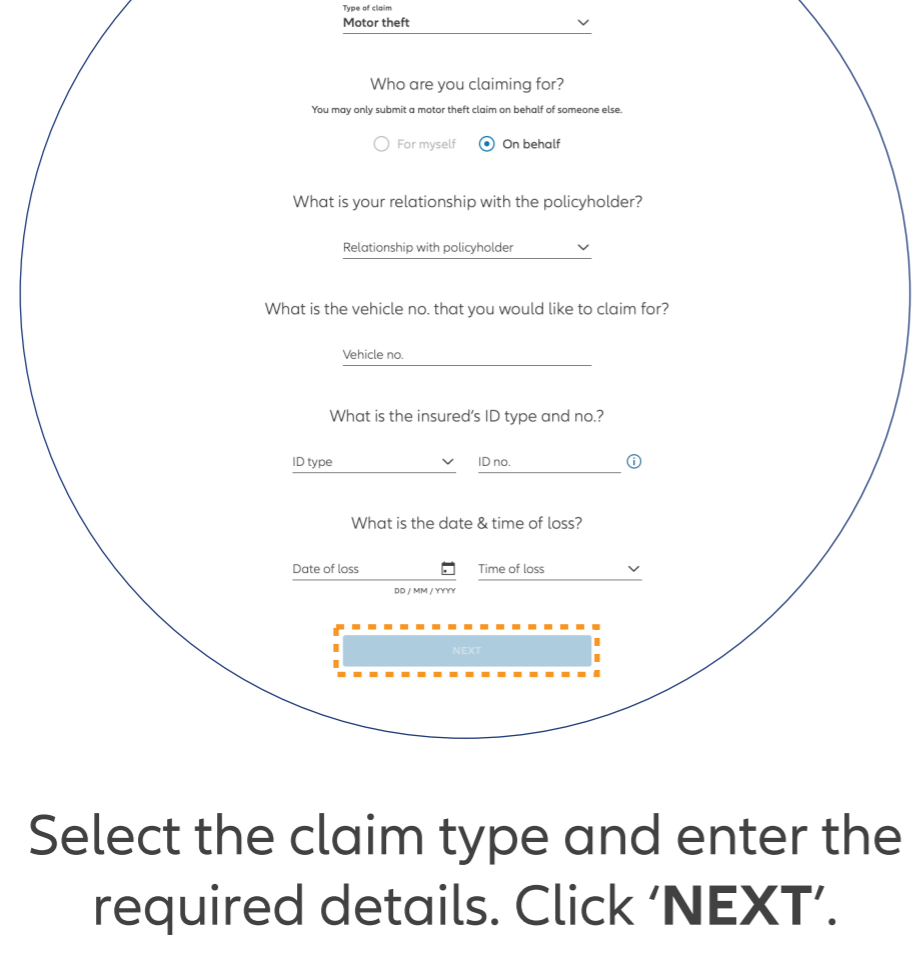
4



Select the type of claim you would like to submit for from the drop-down list.

从下拉列表中选择您要提交索赔的索赔类型。

5



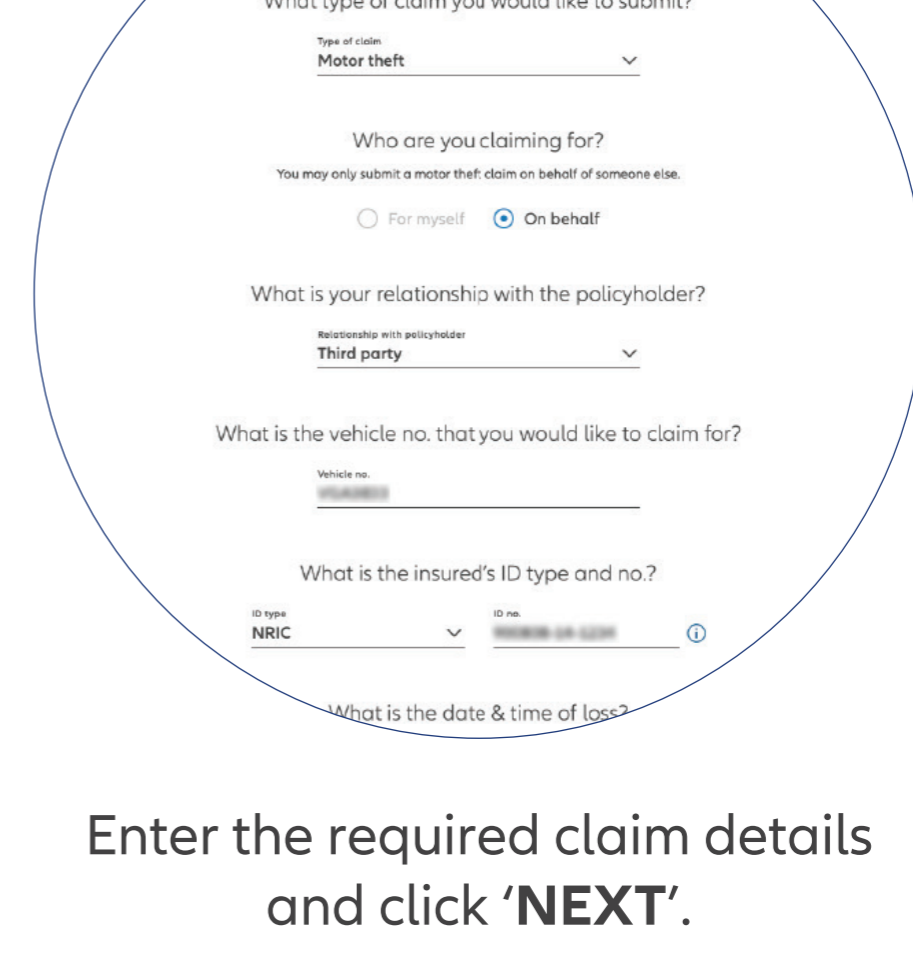
Select the claim type and enter the required details. Click 'NEXT'.

Note: If submitting on behalf of a family member or others, please select the relationship with policyholder from the drop-down list.

选好索赔类型后，点击 'NEXT'。

注明：如果代表家庭成员或其他人提交，请从下拉列表中选择与投保人的关系。

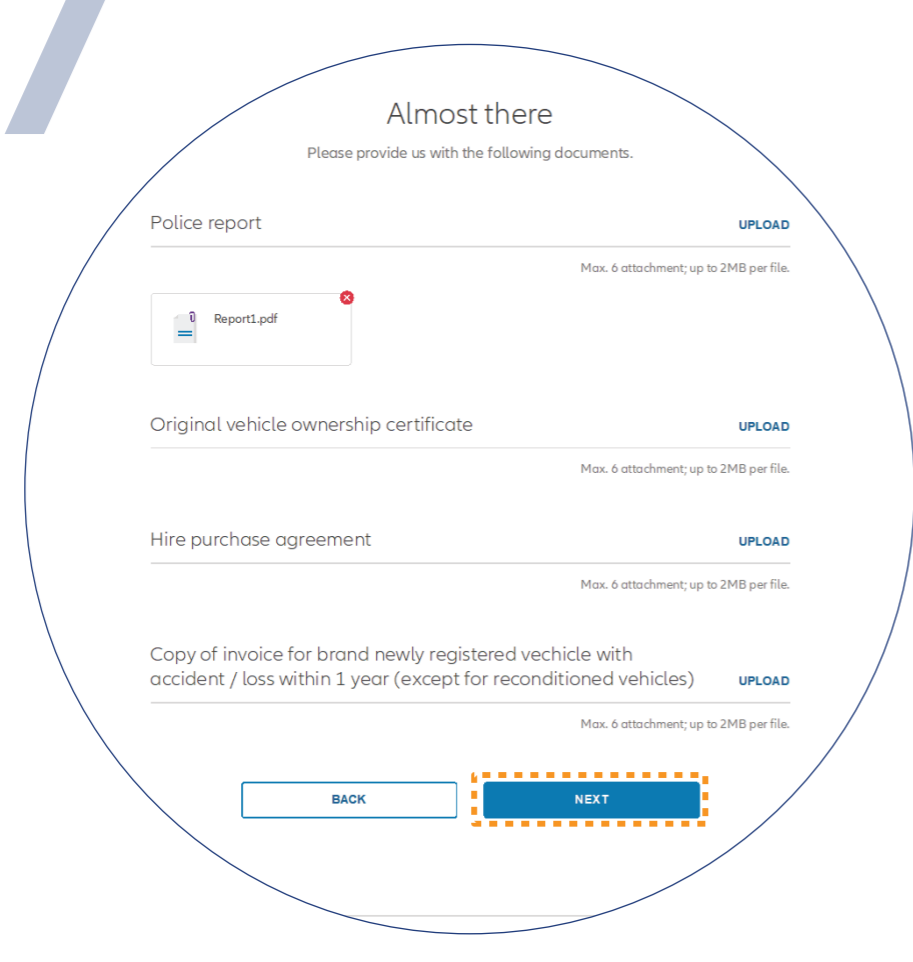
6



Enter the required claim details and click 'NEXT'.

输入所需的索赔详细信息，然后点击 'NEXT'。

7



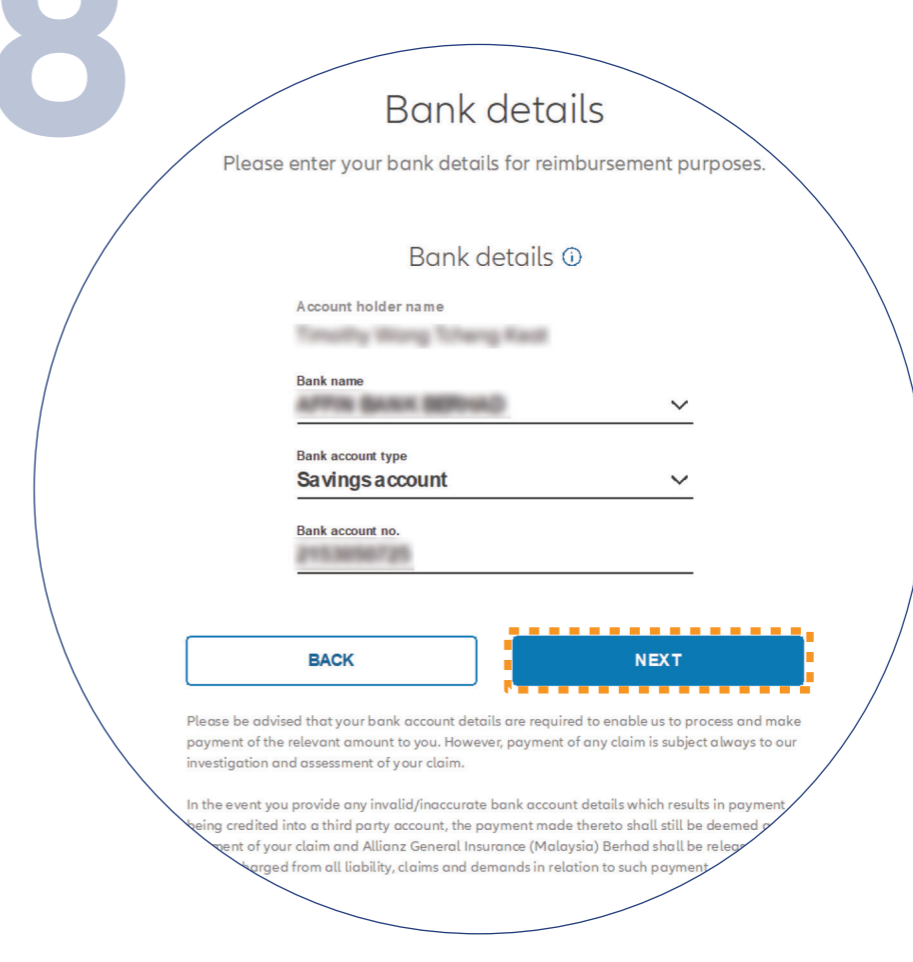
Upload the required claim supporting documents and click 'NEXT'.

Note: Suitable file formats are JPG, JPEG, PDF, PNG.

上传所需的索赔证明文件，然后点击 'NEXT'。

注明：只适合上传 JPG, JPEG, PDF, PNG 文档格式。

8



Check/Enter your bank details and click 'NEXT'.

输入/检查您的银行户口资料后点击 'NEXT'。

9



On the 'SUMMARY' page, check and ensure that the information provided is accurate.

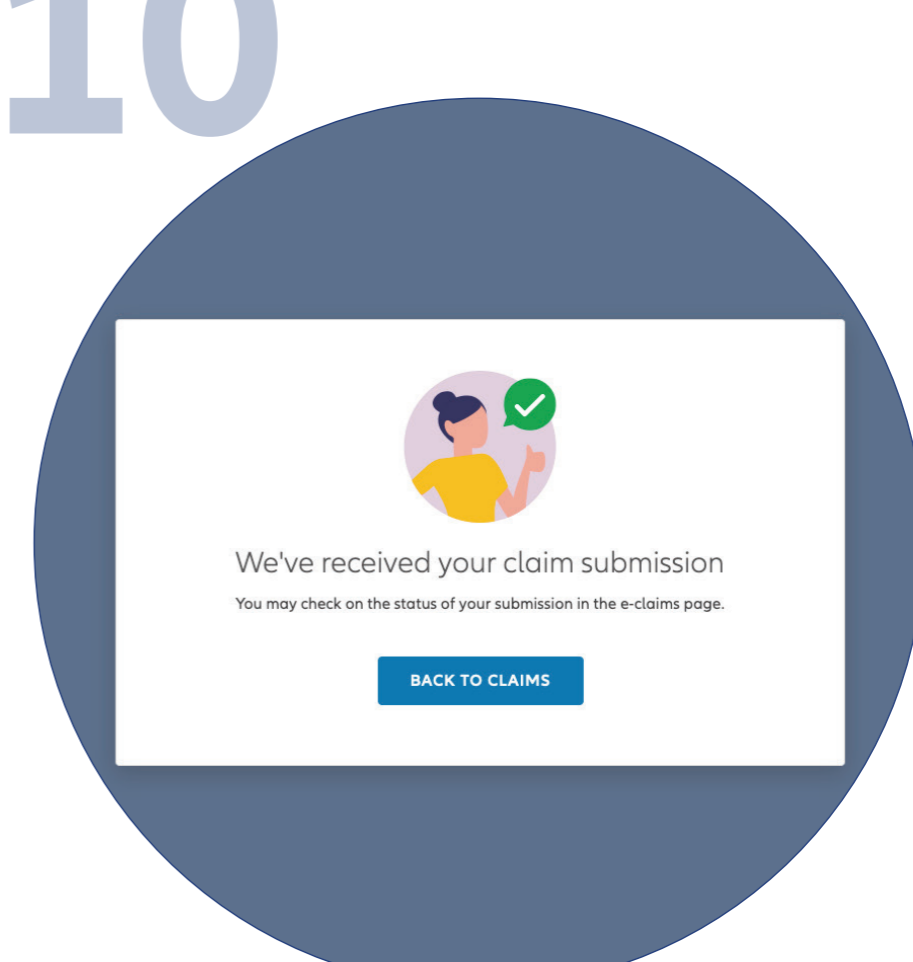
Acknowledge and agree that you have read and understood the claim terms and conditions.

Click 'NEXT'

在 'SUMMARY' 页面上，检查并确保提供的信息准确无误。

确认并同意您已阅读并理解索赔条款和条款。点击 'NEXT'。

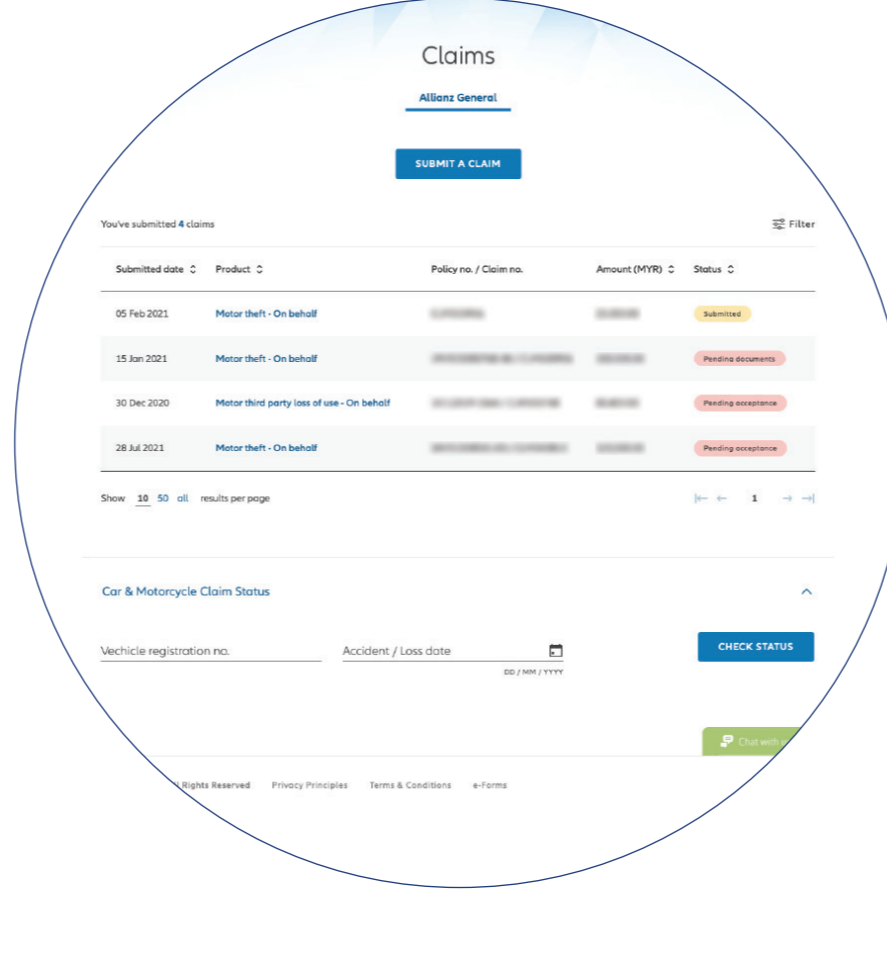
10



You've successfully submitted your claim.

您已提交保单索赔申请。

11



Check claim status. You can check the status of your policy claims on the claim page.

查询索赔的进展。您可以在索赔页面上查看您的保单索赔进展。